

## Claims

1           1. A system for collecting, processing, and presenting survey  
2 information comprising:

3           I. an automated survey communication system for connecting to a  
4 survey participant and obtaining survey data, said survey communication  
5 system capable of executing software scripts for implementing desired  
6 automated survey routines;

7           II. a customer viewpoint module for providing software scripts to  
8 said survey communication system for surveying survey participants who  
9 are customers and further for receiving said survey data from said survey  
10 communication system, said survey data obtained from the patients  
11 including patient viewpoint data;

12           III. a personal clinical data analysis module for generating analyzed  
13 data generated by analyzing said participant survey data, wherein said  
14 personal clinical data analysis module generates reports on said analyzed  
15 data for use by the survey consumer;

16           IV. an office team viewpoint module for providing software scripts to  
17 said survey communication system for surveying survey participants who  
18 are employees and further for receiving said survey data from said survey  
19 communication system, said survey data obtained from the employees  
20 including employee viewpoint data;

21           V. an office fiscal performance viewpoint module for providing  
22 software scripts to said survey communication system for surveying survey  
23 participants who are managers and further for receiving said survey data  
24 from said survey communication system, said survey data obtained from the  
25 managers including fiscal performance data; and

26           VI. an office data presentation module for generating assessed  
27 survey information for presenting to end users in a formatted manner, said

28 assessed survey information including information for providing quality  
29 assessments of an organization.

1           2. The system according to claim 1 wherein said generating  
2 assessed survey information for presenting to end users in a formatted  
3 manner utilizes a compass viewpoint information presentation paradigm.

1           3. The system according to claim 1 applied to a medical care  
2 provider, wherein said customer is a patient, said system further comprising:

3           a comparative practice data repository for storing and retrieving said  
4 survey data and for storing and retrieving said analyzed data and for storing  
5 and retrieving said assessed survey information;

6           a historical data repository on clinic performance for storing fiscal  
7 historical performance normative data for use by said office data  
8 presentation module for generating and displaying historical fiscal  
9 performance comparisons for predicting fiscal success; and

10          a clinical and pathophysiologic normative data repository for storing  
11 clinical and pathophysiologic normative data obtained from various sources,  
12 said clinical and pathophysiologic normative data relating patient parameters  
13 including age, gender, and medical conditions.

1           4. The system according to claim 3 wherein said customer  
2 viewpoint data includes:

- 3           A. customer satisfaction data;
- 4           B. office process viewpoint data;
- 5           C. provider care and concern data; and
- 6           D. verbatim viewpoint comments;

7           and further wherein said employee viewpoint data includes:

- 8           A. job performance data including:
  - 9           i. ability to keep pace data;

13 B. team function data including:

19 C. verbatim comments; and

20 D. employee function data;

and still further wherein said fiscal performance data includes:

22                   A. staffing data;  
23                   B. compliance data;  
24                   C. encounter frequency data;  
25                   D. production data;  
26                   E. collections data  
27                   F. receipts data;  
28                   G. accounts receivable data;  
29                   H. cost data; and  
30                   I. overhead data;

5. The system according to claim 4 wherein said analyzed data

2 includes:

3                   A. comparative patient level data for storing in said clinical  
4                   and pathophysiological normative data repository, said comparative  
5                   patient level data including:

- 9                          iv. patient health screening data
- 10                        v. patient family medical history data;
- 11                        vi. patient medication data;
- 12                        vii. patient pathophysiology data;
- 13                        viii. patient health habits data;
- 14                        ix. patient counseling data;
- 15                        x. patient satisfaction data;
- 16                        xi. patient health care access data; and
- 17                        xii. patient payment capability data;

- 18                        B. comparative data for stored in said comparative practice
- 19                        data repository; and
- 20                        C. analyzed data stored in said comparative practice data
- 21                        repository.

1                        6. The system according to claim 5 wherein said assessed survey  
2 information includes:

- 3                        A. patient viewpoint results including:
  - 4                        i. office process viewpoints;
  - 5                        ii. provider care and concern viewpoints;
  - 6                        iii. overall visit viewpoints; and
  - 7                        iv. verbatim comments on processes;

- 8                        B. functional health status results; and

- 9                        C. fiscal performance viewpoint results.

1                        7. The system according to claim 1 applied to a medical care  
2 provider wherein said customer is a patient and further wherein said  
3 analyzed data includes:

- 4                        A. comparative patient level data for storing in said clinical  
5 and pathophysiological normative data repository, said comparative  
6 patient level data including:

- 7                   i. patient age data;
- 8                   ii. patient gender data;
- 9                   iii. patient functional health status data
- 10                  iv. patient health screening data
- 11                  v. patient family medical history data;
- 12                  vi. patient medication data;
- 13                  vii. patient pathophysiology data;
- 14                  viii. patient health habits data;
- 15                  ix. patient counseling data;
- 16                  x. patient satisfaction data;
- 17                  xi. patient health care access data; and
- 18                  xii. patient payment capability data;

19                 B. comparative data for stored in said comparative practice  
20                 data repository; and

21                 C. analyzed data stored in said comparative practice data  
22                 repository.

1                 8. The system according to claim 7 wherein said assessed survey  
2                 information includes:

- 3                 A. patient viewpoint results including:
  - 4                   i. office process viewpoints;
  - 5                   ii. provider care and concern viewpoints;
  - 6                   iii. overall visit viewpoints; and
  - 7                   iv. verbatim comments on processes;
- 8                 B. functional health status results; and
- 9                 C. fiscal performance viewpoint results.

1                 9. The system according to claim 3 applied to a medical care  
2                 provider, wherein said customer is a patient and further wherein said  
3                 assessed survey information includes:

- 4           A. patient viewpoint results including:
- 5            i. office process viewpoints;
- 6            ii. provider care and concern viewpoints;
- 7            iii. overall visit viewpoints; and
- 8            iv. verbatim comments on processes;
- 9           B. functional health status results; and
- 10          C. fiscal performance viewpoint results.

1           10. The system according to claim 1 applied to a medical care  
2 provider wherein said customer is a patient and further wherein said  
3 analyzed data includes:

4           patient family and social histories;  
5 reviews of health habits;  
6 health concerns;  
7 medication reviews;  
8 health screening information; and  
9 recommendations based on nationally accepted guidelines, age,  
10 gender, and condition specific care.

1           11. The system according to claim 10 wherein said generating  
2 assessed survey information for presenting to end users in a formatted  
3 manner utilizes a compass viewpoint information presentation paradigm.

1           12. A system for collecting, processing, and presenting survey  
2 information for a medical care provider comprising:

3           I. a survey communication system for connecting to a survey  
4 participant and obtaining participant survey data, said survey communication  
5 system comprising:

6           A. a connection device connected to a communication  
7 network for connecting said communication network to a survey  
8 participant; and

9               B.     an automated surveying system connected to said  
10 connection device, wherein said automated surveying system executes  
11 survey scripts for collecting survey data from the survey participant,  
12 said automated surveying system including an automated interactive  
13 voice recognition unit for accepting oral responses from the survey  
14 participant, said automated interactive voice recognition unit including a  
15 voice recognition module to interpret said oral responses and generate  
16 said participant survey data therefrom;

17               said automation surveying system further including a means for  
18 recording verbatim comments;

19               II.    a patient viewpoint module for providing software scripts to said  
20 survey communication system for surveying survey participants who are  
21 patients and further for receiving said survey data including patient survey  
22 data obtained from the patient, from said survey communication syste, said  
23 patient viewpoint module containing physician office survey programs  
24 comprising:

25               A.     a patient viewpoint program for providing patient  
26 viewpoint survey scripts to said external surveying system for obtaining  
27 participant viewpoint data from the patient;

28               B.     a functional health status program for providing functional  
29 health status survey scripts to said external surveying system for  
30 obtaining functional health status data from the patient;

31               C.     a panel membership program for providing a panel  
32 membership survey script to said external surveying system for inviting  
33 the patient to join a panel;

34               D.     a verbatim comments program for providing verbatim  
35 comments survey scripts for obtaining said verbatim comments from  
36 the patient;

E. a data storage program for checking an integrity of said participant survey data, and for storing participant survey data that passes an integrity check into a comparative practice data repository; said patient survey data including:

- i. said participant viewpoint data including:
  - participant satisfaction data;
  - office process viewpoint data;
  - provider care and concern data; and
  - verbatim viewpoint comments;
- ii. said functional health status data; and
- iii. said verbatim comments;

and

F. a data reporting program for providing a report to the patient;

III. a personal clinical data analysis module for generating analyzed data for storage in said comparative practice data repository, said analyzed data generated by analyzing said participant survey data, comparative patient level data obtained from a clinical and pathophysiological normative data repository, and primary data obtained from said comparative practice data repository, wherein said generated analyzed data includes:

A. comparative patient level data for storing in said clinical and pathophysiological normative data repository, said comparative patient level data including:

- i. patient age data;
- ii. patient gender data;
- iii. patient functional health status data
- iv. patient health screening data
- v. patient family medical history data;
- vi. patient medication data;
- vii. patient pathophysiology data;

75                   B. comparative data for stored in said comparative practice  
76                   data repository; and

77 C. analyzed data stored in said comparative practice data  
78 repository;

79 wherein said personal clinical data analysis module generates said  
80 analyzed data after an expiration of a period of time since said survey  
81 information was last generated, and further wherein

82 said personal clinical data analysis module generates reports on said  
83 analyzed data for use by the survey consumer;

84                  IV. an office team viewpoint module for providing software scripts to  
85 said survey communication system for surveying survey participants who  
86 are employees, for validating said employee before providing data access,  
87 and further for receiving said survey data including employee survey data  
88 obtained from the employee, said employee survey data including:

89 A. job performance data including:

94 B. team function data including:

100 C. verbatim comments; and

101 D. employee function data;

102           Wherein said employee survey data is stored in said comparative  
103       practice data repository;

104               V. an office fiscal performance viewpoint module for providing  
105 software scripts to said survey communication system for surveying survey  
106 participants who are managers, for validating said manager before providing  
107 data access, and further for receiving said survey data including fiscal  
108 performance data obtained from the manager, said fiscal performance data  
109 including:

110 staffing data;

111 compliance data;

112 encounter frequency data;

113 production data;

114 collections data

115 receipts data;

116 accounts receivable data;

117 cost data; and

118 overhead data;

wherein said office fiscal performance viewpoint module stores said fiscal performance data in said comparative practice data repository; and further wherein said office fiscal performance viewpoint module archives historical fiscal performance data in said historical data repository on clinic performance;

124 and

125 VI. a physician office data presentation module for generating  
126 assessed survey information including:

127 A. patient viewpoint assessments generated using said  
128 patient viewpoint data and said analyzed data obtained from said  
129 comparative practice data repository;

130 B. office team viewpoint assessments generated using said  
131 employee survey data obtained from said comparative practice data  
132 repository;

133 C. office fiscal performance viewpoint assessments  
134 generated using said fiscal data obtained from said comparative  
135 practice data repository and said historical data repository on clinic  
136 performance; and

137 D. personal clinical compass viewpoint assessments;

138 said physician office data presentation module further for formatting  
139 said assessed survey information for display to the survey consumer, said  
140 formatted assessed survey information including:

141 A. patient viewpoint results including:

142 i. office process viewpoints;  
143 ii. provider care and concern viewpoints;  
144 iii. overall visit viewpoints; and  
145 iv. verbatim comments on processes;

146 B. functional health status results;

147 C. fiscal performance viewpoint results including:

148 D. verbatim comments organized by category;

149               E.     survey information sorted according to survey consumer  
150     entered criteria, said sorting criteria including Boolean sorting.

1               13. The system according to claim 12 wherein said physician office  
2     data presentation module formats said assessed survey information utilizing  
3     a compass viewpoint information presentation paradigm.

1               14. A method for collecting, processing, and presenting survey  
2     information comprising the steps of:

3               I.     connecting to a survey participant over an external  
4     communication system;

5               II.    conducting a plurality of automated surveys with survey  
6     participants for obtaining survey data, said conducting a plurality of  
7     automated surveys including the steps of:

8               A.     conducting a survey with a participant who is a customer  
9     to obtain survey data including customer viewpoint data;

10              B.     conducting a survey with a participant who is an  
11     employee to obtain survey data including employee viewpoint data;  
12     and

13              C.     conducting a survey with a participant who is a manager  
14     to obtain survey data including fiscal performance data;

15              III.    generating analyzed data from said survey data, wherein said  
16     analyzed data utilizes the compass viewpoint information presentation  
17     paradigm;

18              IV.    generating reports utilizing said survey data and said analyzed  
19     data, said reports for use by a survey consumer or for use by said survey  
20     participant;

21              V.    generating assessed survey information from said survey data  
22     and said analyzed data, and

23                 VI. formatting said assessed survey information for display to a  
24 survey consumer.

1                 15. The method according to claim 14 wherein said formatting said  
2 assessed survey information is done according to a compass viewpoint  
3 information presentation paradigm.

1                 16. The method according to claim 14 wherein said customer  
2 viewpoint data includes:

- 3                     A. customer satisfaction data;  
4                     B. office process viewpoint data;  
5                     C. provider care and concern data; and  
6                     D. verbatim viewpoint comments;

7                 and further wherein said employee viewpoint data includes:

- 8                     A. job performance data including:  
9                         i. ability to keep pace data;  
10                       ii. opportunities to improve data;  
11                       iii. job security data; and  
12                       iv. performance expectations data;  
13                     B. team function data including:  
14                       i. team communication data;  
15                       ii. team operation data;  
16                       iii. stress environment data;  
17                       iv. change implementation data; and  
18                       v. overall viewpoint data;  
19                     C. verbatim comments; and  
20                     D. employee function data;

21                 and still further wherein said fiscal performance data includes:

- 22                     A. staffing data;

- 23           B. compliance data;  
24           C. encounter frequency data;  
25           D. production data;  
26           E. collections data  
27           F. receipts data;  
28           G. accounts receivable data;  
29           H. cost data; and  
30           I. overhead data.

1           17. The method according to claim 16 as applied to a medical care  
2 facility wherein said customer is a patient and further wherein said analyzed  
3 data includes:

- 4           A. comparative patient level data including:  
5           i. patient age data;  
6           ii. patient gender data;  
7           iii. patient functional health status data  
8           iv. patient health screening data  
9           v. patient family medical history data;  
10           vi. patient medication data;  
11           vii. patient pathophysiology data;  
12           viii. patient health habits data;  
13           ix. patient counseling data;  
14           x. patient satisfaction data;  
15           xi. patient health care access data; and  
16           xii. patient payment capability data;

1           18. The method according to claim 17 wherein said assessed  
2 survey information includes:

- 3           A. patient viewpoint results including:  
4           i. office process viewpoints;  
5           ii. provider care and concern viewpoints;  
6           iii. overall visit viewpoints; and

7                          iv.      verbatim comments on processes;

8                          B.      functional health status results; and

9                          C.      fiscal performance viewpoint results.

1                          19. The method according to claim 18 wherein said formatting said  
2      assessed survey information is done according to a compass viewpoint  
3      information presentation paradigm.

1                          20. The method according to claim 14 applied to a medical care  
2      provider wherein said customer is a patient and further wherein said  
3      analyzed data includes:

4                          A.      comparative patient level data including:

- 5                          i.      patient age data;
- 6                          ii.     patient gender data;
- 7                          iii.    patient functional health status data
- 8                          iv.    patient health screening data
- 9                          v.     patient family medical history data;
- 10                        vi.    patient medication data;
- 11                        vii.    patient pathophysiology data;
- 12                        viii.   patient health habits data;
- 13                        ix.    patient counseling data;
- 14                        x.    patient satisfaction data;
- 15                        xi.    patient health care access data; and
- 16                        xii.   patient payment capability data;

1                          21. The method according to claim 20 wherein said assessed  
2      survey information includes:

3                          A.      patient viewpoint results including:

- 4                        i.    office process viewpoints;
- 5                        ii.   provider care and concern viewpoints;
- 6                        iii.   overall visit viewpoints; and

- 7                          iv.      verbatim comments on processes;  
8                          B.      functional health status results; and  
9                          C.      fiscal performance viewpoint results.

1                        22. The method according to claim 21 wherein said formatting said  
2      assessed survey information is done according to a compass viewpoint  
3      information presentation paradigm.

1                        23. A method for collecting, processing, and presenting survey  
2      information comprising the steps of:

3                        I.      connecting to a survey participant over an external  
4      communication system;  
5                        II.     conducting a plurality of automated surveys with survey  
6      participants, said automated surveys being conducted according to survey  
7      scripts, said survey scripts providing instructions for conducting said  
8      automated survey to collect survey data, said conducting a plurality of  
9      automated surveys with survey participants including the steps of:

10                      A.      conducting a survey with a participant who is a customer  
11      according to customer survey scripts including scripts for obtaining  
12      survey data including customer viewpoint data;

13                      B.      conducting a survey with a participant who is an  
14      employee according to employee survey scripts including scripts for  
15      obtaining survey data including employee viewpoint data; and

16                      C.      conducting a survey with a participant who is a manager  
17      according to manager survey scripts including scripts for obtaining  
18      survey data including fiscal performance data;

19                      III.     generating analyzed data from said survey data, wherein said  
20      analyzed data utilizes a compass viewpoint information presentation  
21      paradigm;

22           IV. generating reports utilizing said survey data and said analyzed  
23        data, said reports for use by a survey consumer or for use by said survey  
24        participant;

25           V. generating assessed survey information from said survey data  
26        and said analyzed data, and

27           VI. formatting said assessed survey information for display to a  
28        survey consumer.

1           24. The method according to claim 23 wherein said customer  
2        viewpoint data includes:

- 3           A. customer satisfaction data;
- 4           B. office process viewpoint data;
- 5           C. provider care and concern data; and
- 6           D. verbatim viewpoint comments;

7        and further wherein said employee viewpoint data includes:

- 8           A. job performance data including:
  - 9           i. ability to keep pace data;
  - 10          ii. opportunities to improve data;
  - 11          iii. job security data; and
  - 12          iv. performance expectations data;
- 13          B. team function data including:
  - 14          i. team communication data;
  - 15          ii. team operation data;
  - 16          iii. stress environment data;
  - 17          iv. change implementation data; and
  - 18          v. overall viewpoint data;
- 19          C. verbatim comments; and
- 20          D. employee function data;

21           and still further wherein said fiscal performance data includes:

- 22           A. staffing data;  
23           B. compliance data;  
24           C. encounter frequency data;  
25           D. production data;  
26           E. collections data  
27           F. receipts data;  
28           G. accounts receivable data;  
29           H. cost data; and  
30           I. overhead data.

1           25. The method according to claim 23 applied to a medical care  
2 provider, wherein said customer is a patient and further wherein said  
3 analyzed data includes:

- 4           A. comparative patient level data including:  
5               i. patient age data;  
6               ii. patient gender data;  
7               iii. patient functional health status data  
8               iv. patient health screening data  
9               v. patient family medical history data;  
10              vi. patient medication data;  
11              vii. patient pathophysiology data;  
12              viii. patient health habits data;  
13              ix. patient counseling data;  
14              x. patient satisfaction data;  
15              xi. patient health care access data; and  
16              xii. patient payment capability data.

1           26. The method according to claim 23 wherein said assessed  
2 survey information includes:

- 3           A. patient viewpoint results including:  
4               i. office process viewpoints;

- 5                   ii. provider care and concern viewpoints;  
6                   iii. overall visit viewpoints; and  
7                   iv. verbatim comments on processes;  
8                   B. functional health status results; and  
9                   C. fiscal performance viewpoint results.

1                 27. The method according to claim 26 applied to a medical care  
2 provider, wherein said customer is a patient and further wherein said  
3 analyzed data includes:

- 4                   A. comparative patient level data including:  
5                   i. patient age data;  
6                   ii. patient gender data;  
7                   iii. patient functional health status data  
8                   iv. patient health screening data  
9                   v. patient family medical history data;  
10                  vi. patient medication data;  
11                  vii. patient pathophysiology data;  
12                  viii. patient health habits data;  
13                  ix. patient counseling data;  
14                  x. patient satisfaction data;  
15                  xi. patient health care access data; and  
16                  xii. patient payment capability data.

1           28. The method according to claim 27 wherein said formatting said  
2 assessed survey information is done according to a compass viewpoint  
3 information presentation paradigm.

1           29. A method for collecting, processing, and presenting survey  
2 information comprising the steps of:

3           I. connecting to a survey participant over an external  
4 communication system;

5           II. conducting a plurality of automated surveys with survey  
6 participants, said automated surveys being conducted according to survey  
7 scripts, said survey scripts providing instructions for conducting said  
8 automated survey to collect survey data, said conducting a plurality of  
9 automated surveys with survey participants including the steps of:

10          A. conducting a survey with a participant who is a customer  
11 according to customer survey scripts including scripts for obtaining  
12 survey data including customer viewpoint data including:

- 13           i. customer satisfaction data;
- 14           ii. office process viewpoint data;
- 15           iii. provider care and concern data; and
- 16           iv. verbatim viewpoint comments;

17          B. conducting a survey with a participant who is an  
18 employee according to employee survey scripts including scripts for  
19 obtaining survey data including employee viewpoint data; said  
20 employee viewpoint data including:

- 21           i. job performance data including:
  - 22           ability to keep pace data;
  - 23           opportunities to improve data;
  - 24           job security data; and

25 performance expectations data;

26 ii. team function data including

team communication data

28 team operation data

29 stress environment data

30 change implementation data; and

31 overall viewpoint data

33 iv. employee function data;

34 and

35 C. conducting a survey with a participant who is a manager  
36 according to manager survey scripts including scripts for obtaining  
37 survey data including fiscal performance data, said fiscal performance  
38 data includes:

39 i. staffing data;

40 ii. compliance data;

42 iv. production data;

43 v. collections data

44 vi. receipts data;

45 vii. accounts receivable data;

47 ix. overhead data;

48                   III. generating analyzed data from said survey data, said analyzed  
49                   data including:

50                   A. comparative patient level data for storing in said clinical  
51                   and pathophysiological normative data repository, said comparative  
52                   patient level data including:

- 53                   i. patient age data;  
54                   ii. patient gender data;  
55                   iii. patient functional health status data  
56                   iv. patient health screening data  
57                   v. patient family medical history data;  
58                   vi. patient medication data;  
59                   vii. patient pathophysiology data;  
60                   viii. patient health habits data;  
61                   ix. patient counseling data;  
62                   x. patient satisfaction data;  
63                   xi. patient health care access data; and  
64                   xii. patient payment capability data;

65                   B. comparative data for stored in said comparative practice  
66                   data repository including comparisons to nationally accepted  
67                   guidelines; and

68                   C. historical comparisons based on analyzed data stored in said  
69                   comparative practice data repository.

70                   IV. generating reports utilizing said survey data and said analyzed  
71                   data, said reports for use by a survey consumer or for use by said survey  
72                   participant; and

73                   V. generating assessed survey information from said survey data  
74                   and said analyzed data, said assessed survey information including:

- 75                   A. patient viewpoint results including:  
76                   i. office process viewpoints;  
77                   ii. provider care and concern viewpoints;  
78                   iii. overall visit viewpoints; and  
79                   iv. verbatim comments on processes;

80                   B. functional health status results; and

81                   C. fiscal performance viewpoint results;

82           and

83           VI.   formatting said assessed survey information according to a  
84    compass viewpoint information presentation paradigm for display to a  
85    survey consumer, said formatting including presentation of charts, graphs,  
86    and textual reports.

1           30. A system for collecting, processing, and presenting survey  
2    information comprising:

3           I.    means for connecting to a survey participant over an external  
4    communication system;

5           II.   means for conducting a plurality of automated surveys with  
6    survey participants for obtaining survey data, said means for conducting a  
7    plurality of automated surveys including:

8           A.    means for conducting a survey with a participant who is a  
9    customer to obtain survey data including customer viewpoint data;

10          B.    means for conducting a survey with a participant who is  
11    an employee to obtain survey data including employee viewpoint data;  
12    and

13          C.    means for conducting a survey with a participant who is a  
14    manager to obtain survey data including fiscal performance data;

15          III.   means for generating analyzed data from said survey data,  
16    wherein said analyzed data utilizes a compass viewpoint information  
17    presentation paradigm;

18          IV.    means for generating reports utilizing said survey data and said  
19    analyzed data, said reports for use by a survey consumer or for use by said  
20    survey participant; and

21          V.    means for generating assessed survey information from said  
22    survey data and said analyzed data, and

23                 VI. mean for formatting said assessed survey information for display  
24 to a survey consumer.

1                 31. The system according to claim 30 wherein said formatting said  
2 assessed survey information is done according to a compass viewpoint  
3 information presentation paradigm.

1                 32. A system for collecting, processing, and presenting survey  
2 information comprising:

3                 I. means for connecting to a survey participant over an external  
4 communication system;

5                 II. means for conducting a plurality of automated surveys with  
6 survey participants, said automated surveys being conducted according to  
7 survey scripts, said survey scripts providing instructions for conducting said  
8 automated survey to collect survey data, said conducting a plurality of  
9 automated surveys with survey participants including the steps of:

10                 A. means for conducting a survey with a participant who is a  
11 patient according to patient survey scripts including scripts for obtaining  
12 survey data including patient viewpoint data;

13                 B. means for conducting a survey with a participant who is  
14 an employee according to employee survey scripts including scripts for  
15 obtaining survey data including employee viewpoint data; and

16                 C. means for conducting a survey with a participant who is a  
17 manager according to manager survey scripts including scripts for  
18 obtaining survey data including fiscal performance data;

19                 III. means for generating analyzed data from said survey data,  
20 wherein said analyzed data utilizes a compass viewpoint information  
21 presentation paradigm;

22           IV. means for generating reports utilizing said survey data and said  
23       analyzed data, said reports for use by a survey consumer or for use by said  
24       survey participant; and

25           V. means for generating assessed survey information from said  
26       survey data and said analyzed data, and

27           VI. means for formatting said assessed survey information for  
28       display to a survey consumer.

1           33. The system according to claim 32 wherein said formatting said  
2       assessed survey information is done according to a compass viewpoint  
3       information presentation paradigm.